

Service Delivery

Description of Current Metrics

Service Delivery Data –

Performance is presented for:

- FY2011 Annual MHSIP Consumer Survey for Adults and Youth receiving behavioral health services
- Quarter 3 FY2012 Behavioral Health Service Plan performance measure
 - Quarterly dashboard scores will roll up to an annual sample size reflecting a 90/10 sampling methodology
- Quarter 3 FY2012 Behavioral Health Service Provision performance measure
 - Quarterly dashboard scores will roll up to an annual sample size reflecting a 90/10 sampling methodology

See below for historical trend charts.

Statewide Adults and Children

Are services provided based on the needs of individuals and families?

Individuals...	Statewide Adults	Statewide Children
Participate in their treatment planning	88.2%	93.7%
Have current and complete service plans	63.0%	51.0%
Receive services identified on their service plan	76.2%	86.3%

Adults by GSA

Are services provided based on the needs of individuals and families?

Individuals....	GSA 1 NARBHA	GSA 2 Cenpatico	GSA 3 Cenpatico	GSA 4 Cenpatico	GSA 5 CPSA	GSA 6 Magellan
Participate in their treatment plans	91.3%	90.9%	91.6%	94.5%	92.4%	82.1%
Have current and complete service plans	70.6%	81.3%	75.0%	58.8%	52.9%	41.2%
Receive services identified on their service plan	91.7%	84.6%	50.0%	80.0%	88.9%	57.1%

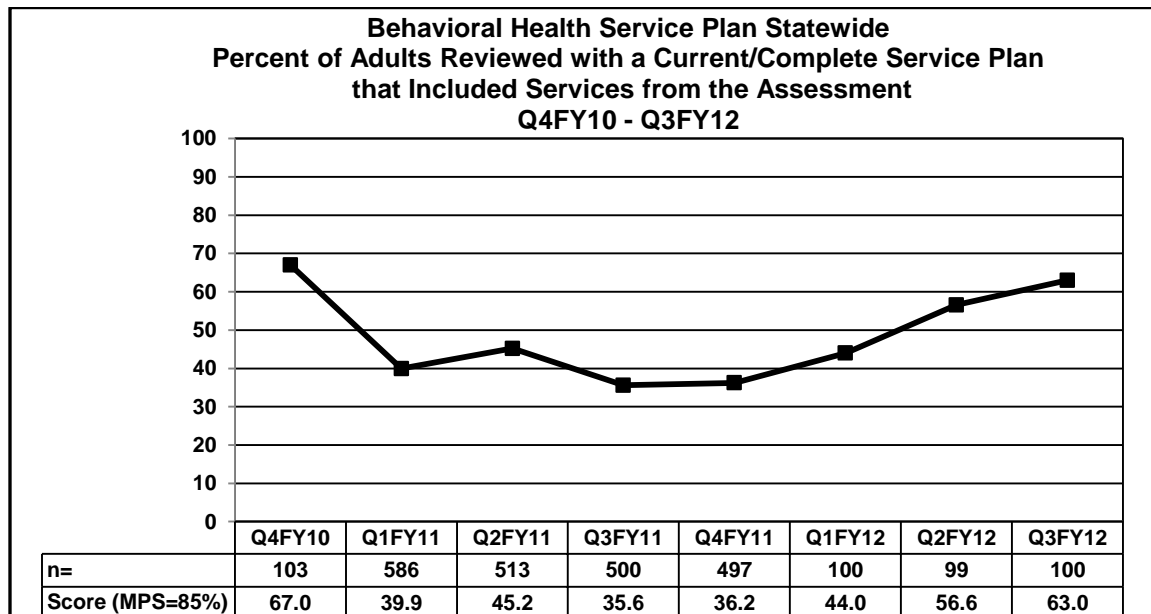
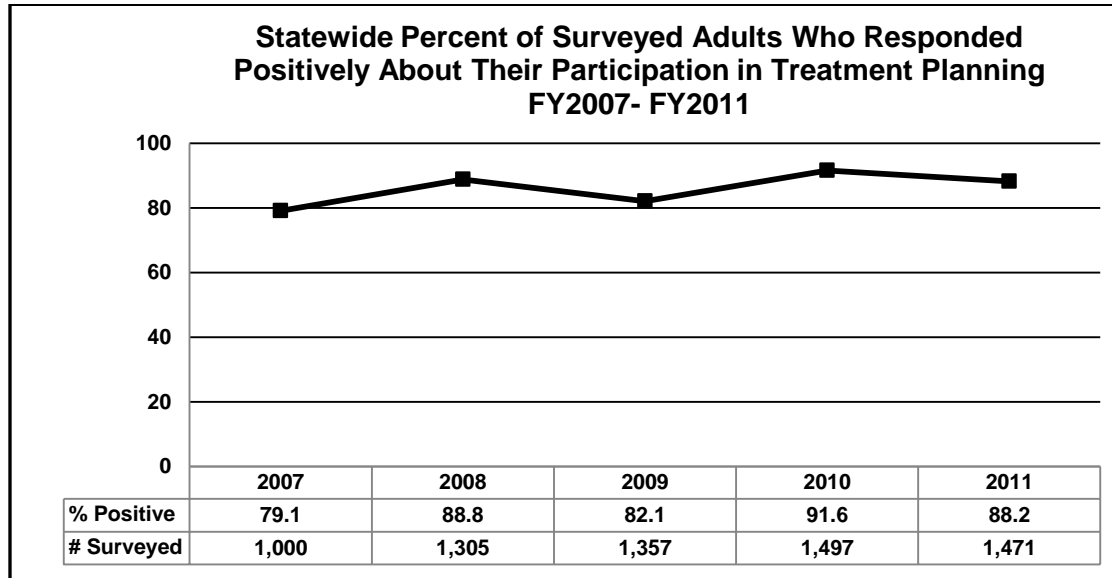
Children by GSA

Are services provided based on the needs of individuals and families?

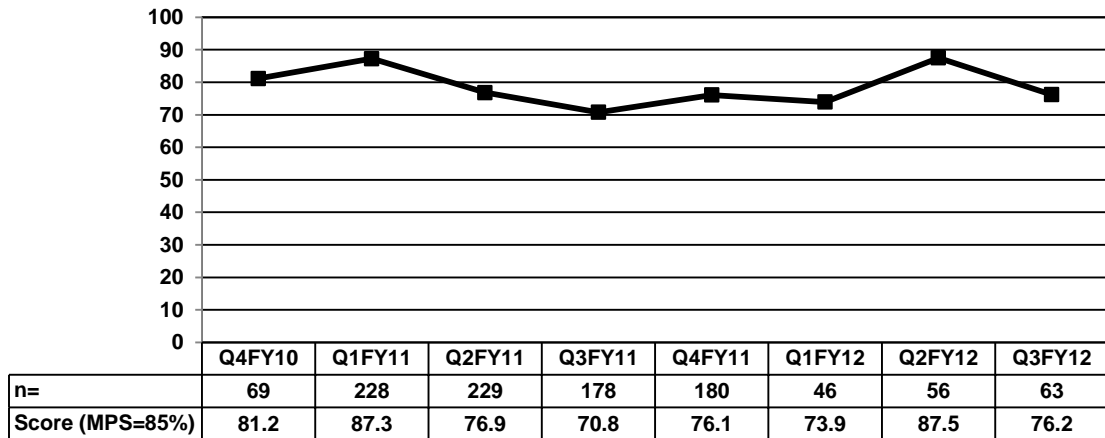
Individuals....	GSA 1 NARBHA	GSA 2 Cenpatico	GSA 3 Cenpatico	GSA 4 Cenpatico	GSA 5 CPSA	GSA 6 Magellan
Participate in their treatment plans	94.2%	96.2%	89.9%	94.0%	93.3%	94.4%
Have a current and complete service plan	82.4%	81.3%	37.5%	52.9%	35.3%	17.6%
Receive services identified on their service plan	92.9%	69.2%	83.3%	100%	83.3%	100%

Trend Charts

Statewide Adults

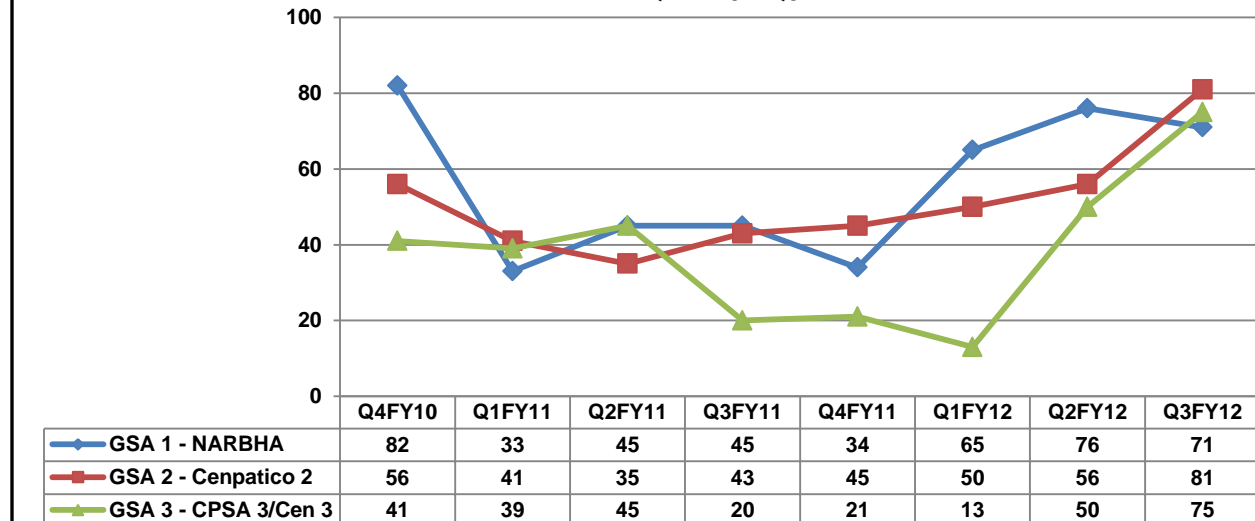


Behavioral Health Service Provision Statewide
Percent of Adult Records Reviewed where Services were Provided as
Indicated on the Service Plan
Q4FY10 - Q3FY12

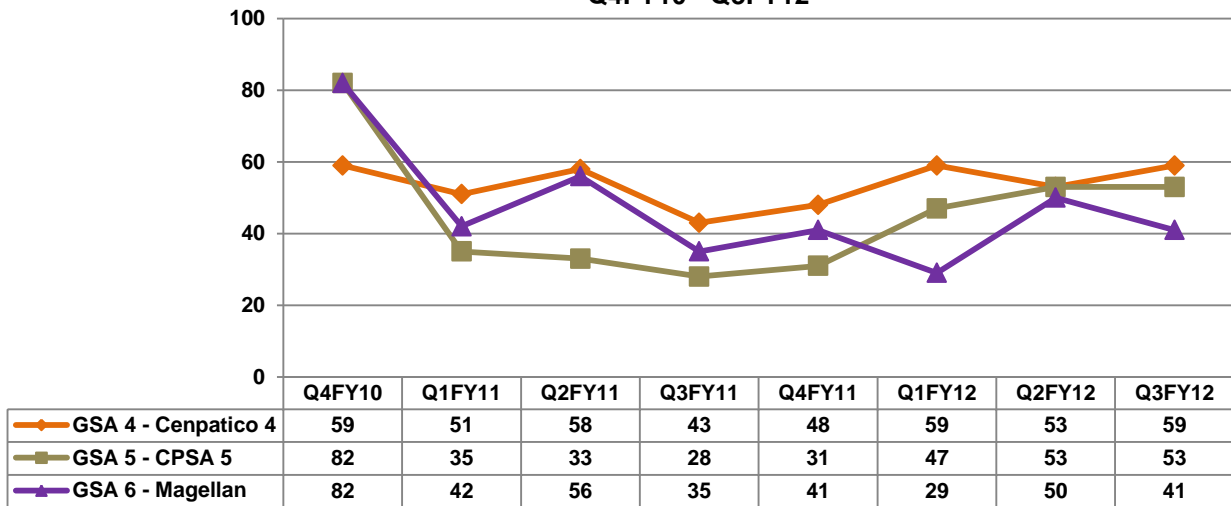


Adults by GSA

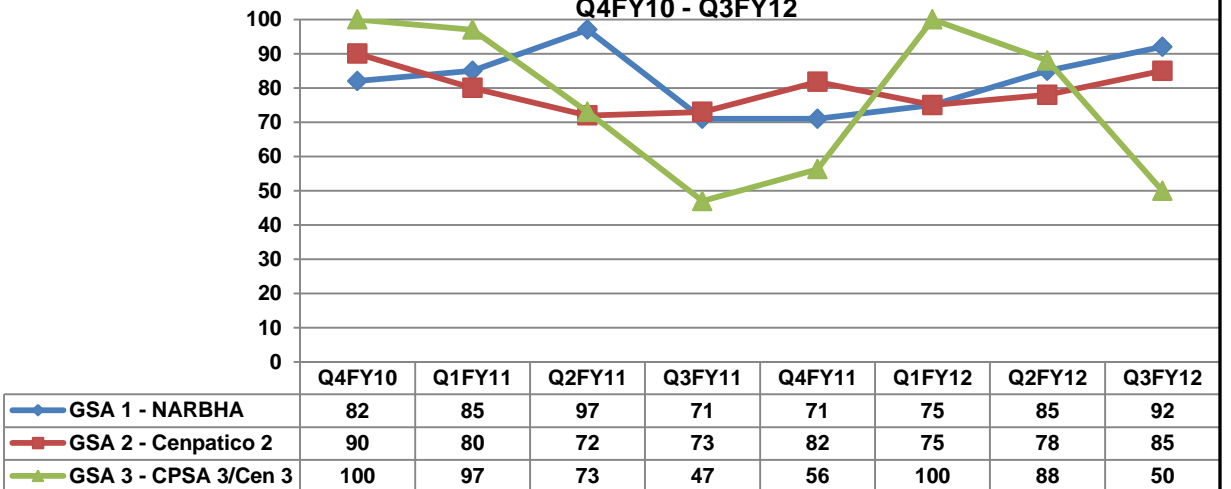
Behavioral Health Service Plan by GSA
Percent of Adult Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment
Q4FY10 - Q3FY12



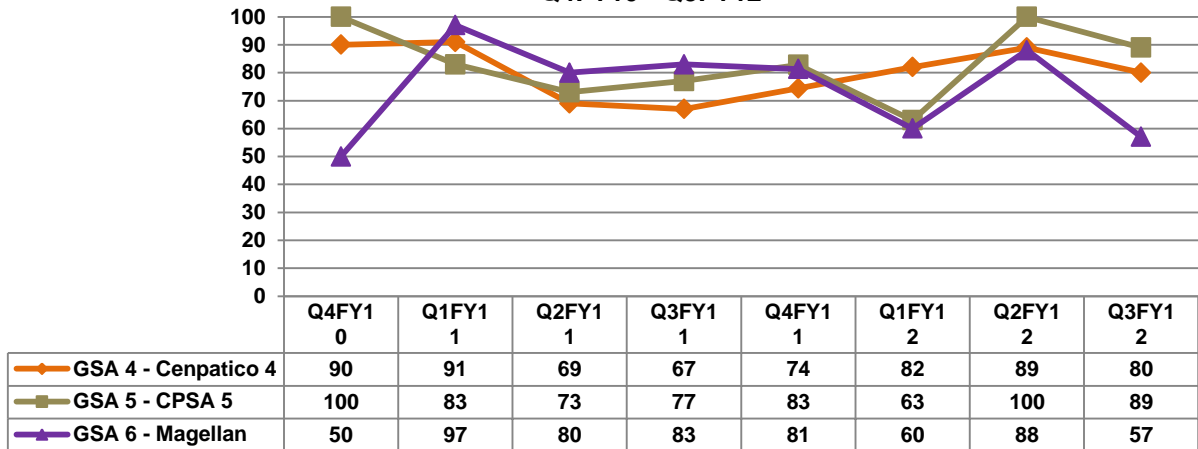
Behavioral Health Service Plan by GSA
Percent of Adult Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment
Q4FY10 - Q3FY12



Behavioral Health Service Provision by GSA
Percent of Adult Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q4FY10 - Q3FY12

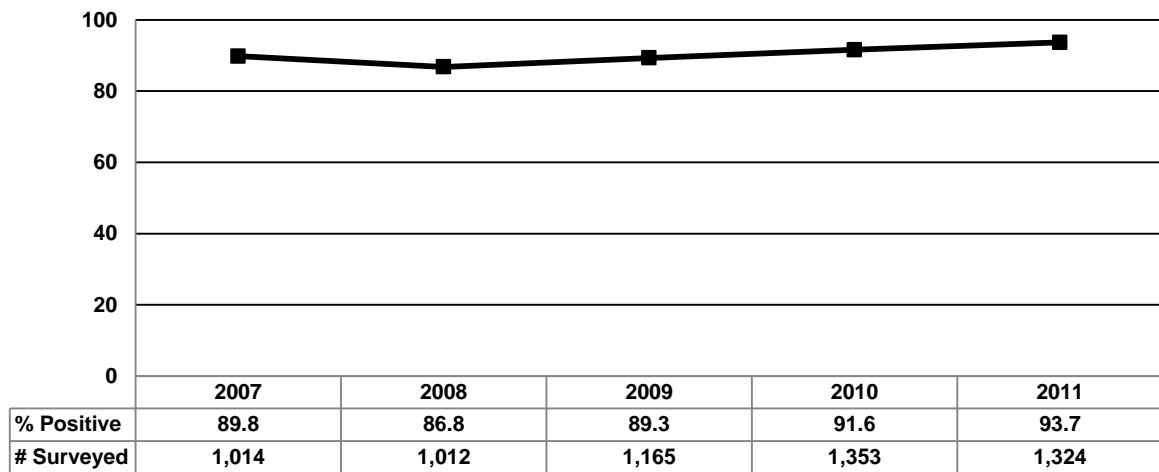


Behavioral Health Service Provision by GSA
Percent of Adult Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q4FY10 - Q3FY12

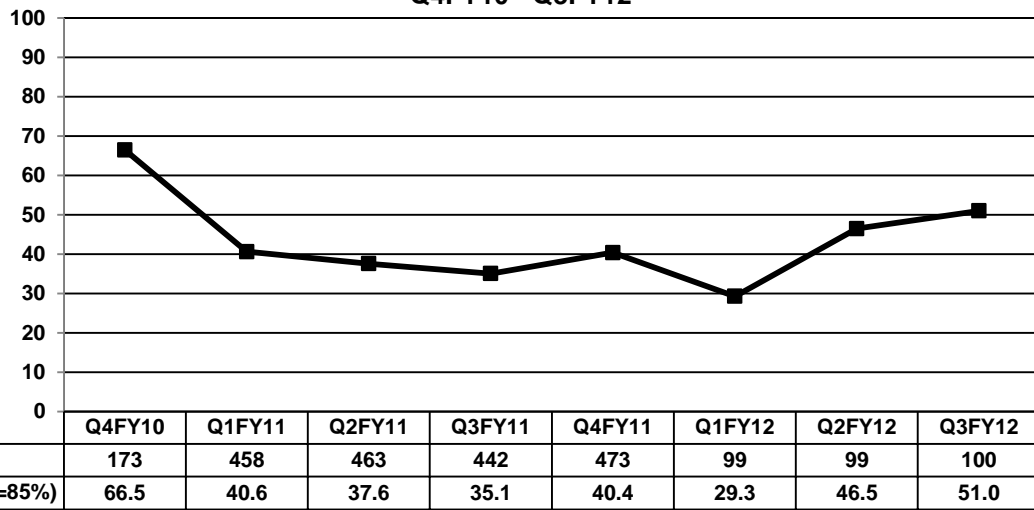


Statewide Children

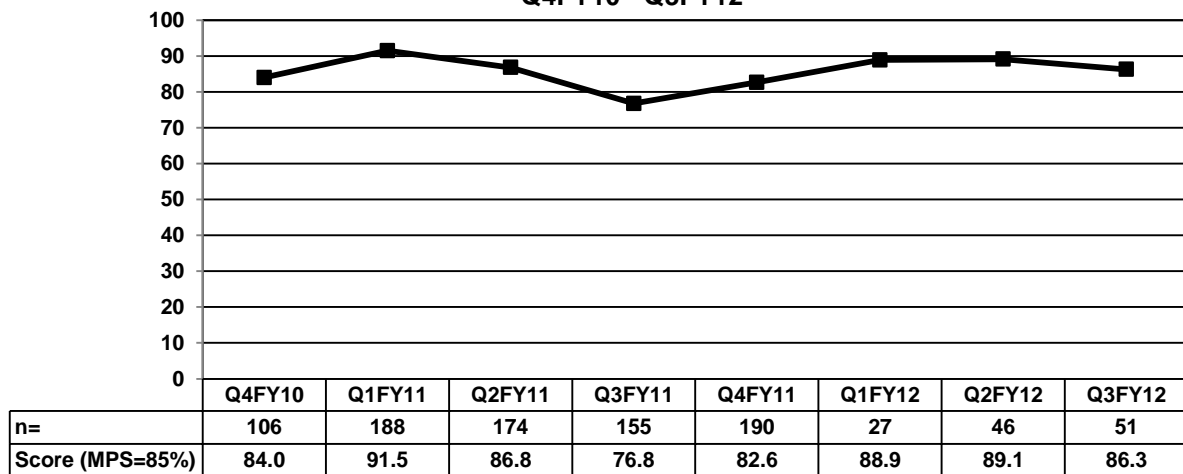
Statewide Percent of Surveyed Youth Whose Parents/Guardians
Responded Positively About Their Participation in Treatment Planning
FY2007- FY2011



**Behavioral Health Service Plan Statewide
Percent of Children's Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment
Q4FY10 - Q3FY12**

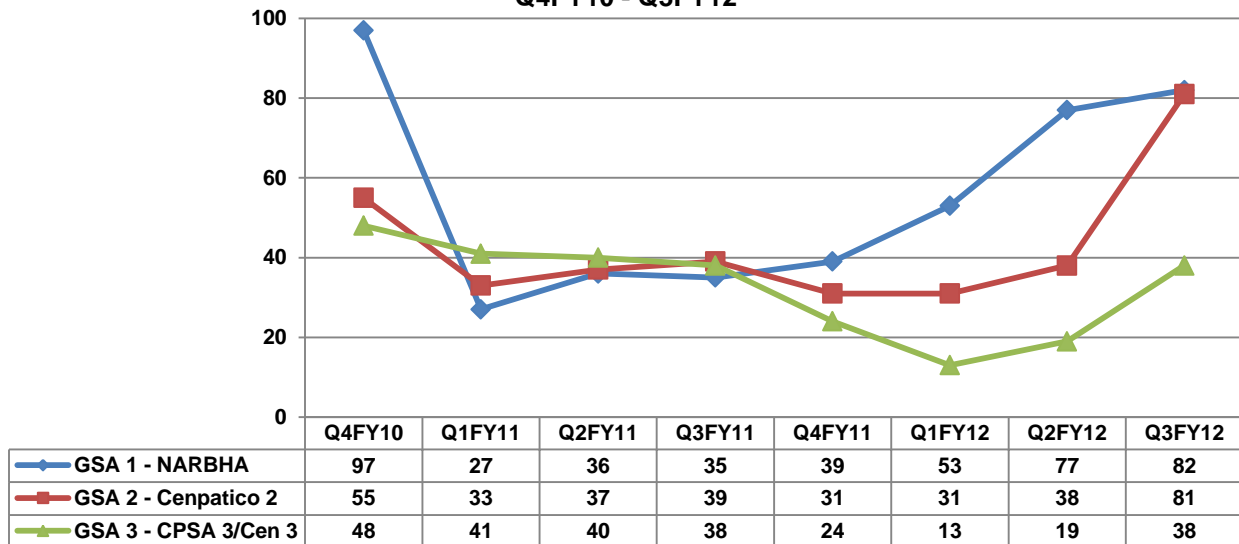


**Behavioral Health Service Provision Statewide
Percent of Children's Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q4FY10 - Q3FY12**

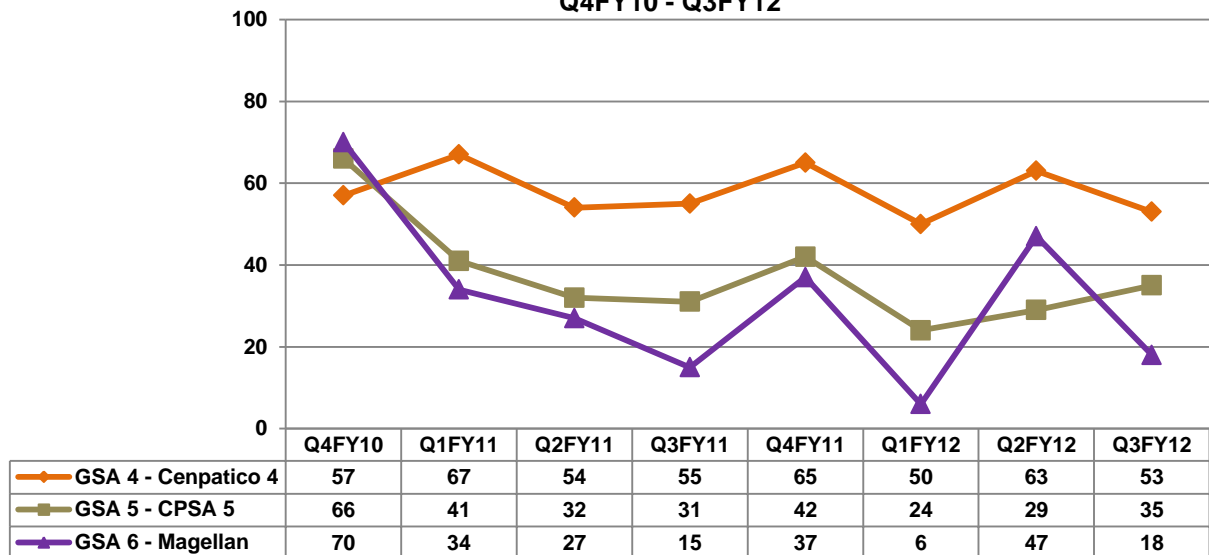


Children by GSA

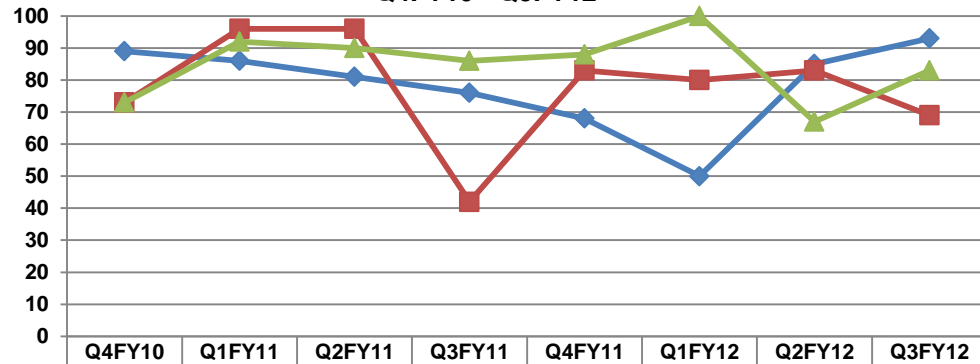
Behavioral Health Service Plan by GSA
Percent of Children's Records Reviewed with a Current/Complete Service Plan
that Included Services from the Assessment
Q4FY10 - Q3FY12



Behavioral Health Service Plan by GSA
Percent of Children's Records Reviewed with a Current/Complete Service Plan
that included Services from the Assessment
Q4FY10 - Q3FY12



Behavioral Health Service Provision by GSA
Percent of Children's Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q4FY10 - Q3FY12



Behavioral Health Service Provision by GSA
Percent of Children's Records Reviewed where Services were Provided
as Indicated on the Service Plan
Q4FY10 - Q3FY12

